

eTravel on the Move

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NSF, first agency to be completely deployed on eTS

Every traveler at the National Science Foundation is today booking their travel using eTS. NSF awarded their eTS task order in September of 2004, travelers were trained on the service during the first quarter of 2005, a volunteer super-user group began using eTS in April leading up to the entire agency going live on May 2nd. Congratulations!

Additional BRM agencies that have deployed bureaus are Treasury, Transportation, Interior, and Health and Human Services. To date, over fifty-five agencies have selected an eTS vendor. Their focus now turns to deployment – eTS vendors have already started working with agencies on interfaces and traveler training. If you have any questions about your agency's deployment contact your migration manager – a list of migration managers can be found in the Document Library of the eTravel Web site at www.gsa.gov/etravel.

DOI experiences fast track to online adoption of eTS

It just goes to show what a dose of intra-agency competition can do to drive online adoption of the eTravel Service. The Department of Interior is an excellent example of how an agency, with the right kind of support from its eTS vendor, can implement agency-wide change and achieve savings for the taxpayer.

As a first phase in deploying *E2 Solutions*, DOI opted to implement the online self-booking capability of the service to immediately realize the cost savings. Within 49 days of task order award, DOI's eTS vendor CW Government Travel along with DOI subject matter experts for travel successfully implemented its Travel Management Center fulfillment service at DOI. To ensure a smooth transition, CWGT established and maintained a DOI-dedicated Help Desk that put the human touch on assisting travelers with the transition to the self-booking environment. DOI's Migration Manager credits the success to the hard work of E2 Solutions' Anne Fernandez, General Manager for GSA TMC accounts, her team, and the DOI bureau leads.

The results are in! As of the end of April, the average overall DOI adoption of the self-booking tool was 60 percent – in just two months! What's even more amazing, within DOI's departments there's an unofficial race underway to see which office can get to 100 percent online adoption first. Bureau of Reclamation leads with 79% but US Geological Survey and Bureau of Land Management are tied as a close second with 75%.

eTS User Groups, a forum for world-class travel management

At a recent eTS User Group meeting a training demo was shared with the members, this does not sound that out of the ordinary but in this case it was. The demo was developed by an eTS migration team with the assistance of their eTS vendor. What made this unique was that the User Group forum gave the agency an opportunity to share their work and lessons learned with

other agencies that have selected the same eTS vendor. This sharing of knowledge is what makes the eTS User Groups a valuable component of driving to a common process.

What is an eTS User Group? Karen VanBuskirk, eTravel PMO representative, explains, "The eTS User Groups were chartered as a forum for users of the three eTS solutions to meet regularly to exchange experiences, ideas, best practices and provide the eTS vendors with feedback on their products. It gives the agencies a 'greater voice' when they can share experiences." Each eTS product, E2 Solutions, FedTraveler and GovTrip, has a User Group comprised of agency migration managers, representatives from the eTravel PMO and the eTS vendor. They meet monthly, at a minimum, and their focus is on quality assurance and user satisfaction.

FEDROOMS – The renovation is complete

The Federal Premier Lodging Program (FPLP), has a new name and a new look, FEDROOMS. With the success of this government-wide program which includes over 1900 hotel properties it was time for a new name. All FEDROOM hotels are priced at or below per diem, FEMA approved and are compliant with FTR policies.

For more information visit www.fedrooms.com and click on hotel search to book a room or sign up to receive special offers and updates.

National Travel Forum 2006, a Star Studded Event!

Join GSA, National Business Travel Association (NBTA) & the Interagency Travel Managers Council at the Westin Bonaventure Hotel, Los Angeles, CA, June 26-29, 2006 for the National Travel Forum, 2006, ***Where the Travel Stars Shine***. The event will include travel workshops, guest speakers, networking opportunities and the ever popular travel exhibit hall.

New in 2006, NBTA's newly established Government Travel Group is a co-sponsor of the National Travel Forum. NBTA is expanding its scope to provide government travel managers and suppliers with a new platform for networking, education, information and research within the greater travel management community.

The National Travel Forum welcomes the NBTA Government Travel group in 2006. For more information on NTF call 1-800-315-4333 or email help@nationaltravelforum.org.